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SPAMARINFOTECHCENINST 5220.5  
ITC115  
22 Nov 02

SPAMARINFOTECHCEN INSTRUCTION 5220.5

Subj: ASSURE QUALITY (AQ) PROCESS POLICY

Ref: (a) SPAMARINFOTECHCENINST 5220.1A

1. Purpose. To direct the use and institutionalization of the AQ process per reference (a).
2. Policy. All Space and Naval Warfare Systems Command Information Technology Center (SPAMARINFOTECHCEN) personnel involved in quality assurance or in supporting quality assurance efforts shall follow the AQ process as described and documented in the SPAMARINFOTECHCEN Process Library.
3. Background. The purpose of the AQ process is to provide management with appropriate visibility into the processes being used by the SPAMARINFOTECHCEN and the standards being followed in the creation of products. The AQ process, like all other SPAMARINFOTECHCEN processes, has a Process Owner who exerts authority over all aspects of the process, including approval of any changes to the process within the established boundaries. The Process Owner selected the membership of and convened a Process Working Group (PWG) to define, develop, and deploy the AQ process. The AQ PWG will remain in existence during the life of the process and will be reconvened as needed by the Process Owner to evaluate proposed major changes. The AQ Process Owner as well as all elements of the AQ process, including desktop procedures for process implementation and execution, are identified in the material housed in the SPAMARINFOTECHCEN Process Library, accessible via the command portal at the following address: <https://portal.spawarite.navy.mil/servlet/portal>. Personnel may contact the Knowledge Management Division, SPAMARINFOTECHCEN (ITC114), for assistance in accessing the command portal.
4. Action
  - a. All SPAMARINFOTECHCEN personnel will:
    - (1) Use the AQ process as defined in its entirety if involved in quality assurance in any capacity for new programs and existing programs, projects, and ongoing operations at the SPAMARINFOTECHCEN.
    - (2) Review, understand, comply with, and utilize the process development components, including:
      - (a) Supplier-Input-Process-Output-Customer (SIPOC) overview diagrams.
      - (b) Specific AQ desktop procedures.
      - (c) Role definitions.
      - (d) Swim lane diagrams.

(e) Templates and guidelines for preparing all AQ artifacts.

(3) Understand their role in supporting and/or executing the AQ process.

(4) Address any questions on the AQ process to the Process Management team.

(5) Vigorously support continuous process improvement by observing, in the day-to-day course of implementing and executing the AQ process as defined, any elements that could potentially improve process efficiency and/or effectiveness, and recommending changes based on these observations to the AQ Process Owner. Per reference (a), personnel will submit recommended changes using the Request for Process Change (RPC) form (SPAWARINFOTECHCEN 5220/1) and procedures housed in the SPAWARINFOTECHCEN Process Library.

b. The AQ Process Owner will:

(1) Exercise authority over all aspects of the AQ process.

(2) Manage the continuous improvement of the AQ process.

(3) Resolve issues related to process misuse or non-use by SPAWARINFOTECHCEN personnel.

(4) Ensure PMG membership is available to provide support during the life of the AQ process.

(5) Convene the PMG as required to discuss AQ process issues.

(6) Work with the PMG membership to evaluate changes to the AQ process as proposed via the RPC.

(7) Serve as the final decision authority on AQ process changes that fall within the boundaries of the process established by the Executive Steering Committee (ESC).

(8) Ensure all SPAWARINFOTECHCEN personnel are notified of any AQ process changes.

(9) Ensure appropriate involvement and adherence to the AQ process by all constituents.

(10) Support efforts to communicate and explain the AQ process throughout the organization.

(11) Support the collection, evaluation, and reporting of measurement data on the AQ process.

c. The AQ PMG members will:

(1) Provide continuing support for the AQ process during the process life cycle.

(2) Attend meetings convened by the Process Owner.

(3) Evaluate recommended changes based on their likelihood of increasing efficiency and effectiveness within the context of external benefit to the customer.

(4) Use the agreed-upon tools and techniques to further define, develop, and document the AQ process and/or changes to the process as required.

(5) Support the AQ Process Owner as required.

d. The Process Management team will:

(1) Provide technical and administrative support to manage all RPCs (SPAWARINFOTECHCEN 5220/1) using the Manage Processes process.

(2) Maintain the AQ process as follows:

(a) Continually review the AQ documentation and artifacts in the SPAWARINFOTECHCEN Process Library to ensure completeness, consistency, and accuracy.

(b) Make changes to the AQ documentation and artifacts as required to achieve completeness, consistency, and accuracy.

(c) Forward AQ RPCs (SPAWARINFOTECHCEN 5220/1) to the Process Owner for issues that fall within the established process boundaries, or to the ESC for issues that extend beyond the boundaries of the AQ process.

(d) Conduct audits throughout the organization to determine whether personnel are using the AQ process correctly.

(e) Elevate discrepancies in correct AQ process usage identified during process audits to the Process Owner.

e. SPAWARINFOTECHCEN Contracting Officer's Representatives (CORs) will:


(1) Ensure all contractor leadership under their oversight receives this instruction.

(2) Ensure this instruction is referenced in all applicable Task Orders.

f. Government managers and supervisors will ensure all personnel under their oversight receive and comply with the requirements of this instruction.

5. Points of Contact. Address questions about this instruction to any government member of the Process Management team. The team's members are identified in the SPAWARINFOTECHCEN Process Library documentation.

6. Form. The Request for Process Change, SPAWARINFOTECHCEN 5220/1 (9-02), is maintained in the SPAWARINFOTECHCEN Process Library at the following Web site: <https://portal.spawarite.navy.mil/servlet/portal>

  
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Distribution: (SPAWARINFOTECHCENINST 5218.1A)  
Lists A, B, C, D, E, and F